



Customer Service Representative

Boise National Forest



Seasonal **Information Receptionist** positions are often available at the District Offices. These temporary positions start in June and end in September. Duty stations for will be in Emmett and Idaho City. **Look for job vacancy announcements at [USAJOBS](https://www.usajobs.gov).**

Duties: Greets visitors and responds to phone and written inquiries, which often requires an explanation in general terms of functions of the Agency to distinguish among and between function related to the subject of the inquiry. Use good host techniques in all contacts.

Evaluates inquires in order to provide the most useful and appropriate information or to suggest other productive sources of specific information applicable to the nature and subject of inquiry. Resolve inconsistencies in available information.

Arrange displays of informational and natural materials in the reception area. Varies or changes displays to coincide with seasonal changes, and special public information programs. Use imagination and good taste to achieve desirable results.

Uses word processing software and printing equipment to create, copy, edit, store, retrieve, and print a variety of standardized documents using a glossary of prerecorded formats, form letters, standard paragraphs, and mailing lists. May use database or spreadsheet software to enter, revise, sort, or calculate, and retrieve data for standard reports.

Employee serves as Collection Officer to sell such items as National Forest maps, Firewood permits, and various Passes in accordance with manual and handbook requirements. Employee is held accountable for the funds collected. Employee maintains accountability records as required.

Duty Stations: Emmett, Idaho & Idaho City, Idaho

Housing:

There is no government housing provided.

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